Since 1971, the European Union and UNRWA have maintained a strategic partnership governed by the shared objective to support the human development, humanitarian and protection needs of Palestine refugees and promote stability in the Middle East. At a time when the Middle East faces rising radicalization and a multiplicity of refugee flows in the region and beyond, the role of UNRWA is both unique and hugely important.

Through multiannual Joint Declarations, the EU has provided reliable and predictable support to the UNRWA Programme Budget, which covers the Agency’s crucial services in the fields of education, health and relief and social services. In addition, the EU and its Member States collectively are also among the largest contributors to the Agency’s humanitarian emergency appeals in Syria, Lebanon and the occupied Palestinian territory, and projects in response to various crises and specific needs across the region, such as the construction of new shelters for poor refugees and the Agency’s renowned Education in Emergencies programme.

In the course of four decades, the EU and its Member States have become the largest provider of international assistance to Palestine refugees.

“With its tireless work, UNRWA keeps supporting Palestine refugees, providing education, promoting socio-economic development and stability in the Middle East. The international support is key to UNRWA: the European Union will keep investing in one of the pillars of its Middle East peace policy.”

Federica Mogherini, High Representative of the European Union for Foreign Affairs and Security Policy and Vice-President of the European Commission

EU-UNRWA partnership in numbers (2010-2016)

<table>
<thead>
<tr>
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<th>Amount</th>
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<tbody>
<tr>
<td>EU contribution to the UNRWA Programme Budget</td>
<td>€664 million</td>
</tr>
<tr>
<td>EU contribution to UNRWA humanitarian emergency appeals in Syria, Lebanon and oPt</td>
<td>€166 million</td>
</tr>
<tr>
<td>Of the total UNRWA budget is provided by the EU and EU Member States</td>
<td>42%</td>
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“For the past four decades, the European Union has stood shoulder to shoulder with UNRWA, both providing the necessary humanitarian assistance in times of crisis and supporting the long-term human development of Palestine refugees. Today, its strong and reliable support – both political and financial – continues to be instrumental in mitigating the impact of multiple regional crises. It also strengthens the dignity and preserves hope for millions of Palestine refugees.”

Pierre Krähenbühl, UNRWA Commissioner-General
WITH EU SUPPORT, UNRWA PROVIDES

Quality Education for Half a Million Children

Every day, approximately 500,000 children receive an education in nearly 700 UNRWA schools. Over time, UNRWA schools have built a reputation for high academic achievements and low dropout rates, while gender parity has been maintained since the 1960s. Since 2000, UNRWA has been teaching human rights, conflict resolution and tolerance, empowering Palestine refugee students to enjoy and exercise their rights, uphold human rights values, be proud of their Palestinian identity and contribute positively to their society and the global community.

High-Standard Health Care for 3.5 Million Patients

UNRWA operates more than 140 health centres and delivers comprehensive primary health-care services. Every year, UNRWA medical staff handle more than 9 million patient visits. The Agency also subsidizes access to secondary and tertiary health care for lower-income refugees.

Improved Living Conditions for the Poorest

To help refugees meet their basic human needs of food, shelter and environmental health and achieve a decent standard of living, UNRWA provides welfare support to low-income refugees in the form of cash assistance and shelter rehabilitation. It also improves infrastructure and living conditions in the 58 recognized Palestine refugee camps.

Better Skills and Increased Livelihood Opportunities for the Youth

Through eight UNRWA Technical and Vocational Education and Training (TVET) centres in the region and targeted projects, such as the scholarship fund in Lebanon and the Engaging Youth project in Syria, UNRWA provides young refugees with opportunities to acquire professional skills, helping them integrate better into the labour market. UNRWA also supports the creation of employment opportunities by supporting the creation of private businesses through its microfinance program and subsidizing short-term jobs in Gaza.

In times of crisis, UNRWA provides humanitarian assistance (cash, food, shelter) and adapts its services to continue responding to both the new and existing needs of Palestine refugees. When needed, it deploys mobile health clinics, opens new health points and increases the provision of life-saving secondary and tertiary health care. When conflicts affect children and prevent them from attending class, UNRWA offers the necessary psychosocial support, develops innovative educational tools to allow them to continue their studies – including self-learning materials and television programming on UNRWA TV – and offers catch-up classes and remedial programmes to ensure they do not fall behind.
The European Union is committed to support UNRWA in further reform efforts, building on the important work underway, to ensure the provision of quality core services to vulnerable Palestine refugees. I am delighted that the EU-UNRWA partnership will from 2017 take an increasingly visible form in support to selected schools and health clinics.

Johannes Hahn, European Union Commissioner for European Neighbourhood Policy and Enlargement Negotiations
UNRWA AT A GLANCE

The United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) was established by the General Assembly in 1949. It is mandated to provide assistance and protection to a population of some 5 million registered Palestine refugees living in Jordan, Lebanon, Syria, the West Bank, including East Jerusalem, and the Gaza Strip, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, protection and emergency assistance. The UNRWA mandate has been renewed every three years by the UN General Assembly.

UNRWA is unique as it provides vital services that are akin to those normally provided by governments and does so directly through over 32,000 staff (including teachers, doctors, nurses, social workers and engineers), most of whom are Palestine refugees themselves. The uninterrupted provision of such services requires stable and predictable funding to the Agency’s Programme Budget. However, UNRWA is funded almost entirely by voluntary contributions (up to 97 per cent).

As a neutral and impartial UN agency, UNRWA has rigorous processes and mechanisms in place for the implementation and enforcement of its rules, regulations and policies relating to UN neutrality. This includes biannual checks of staff names against the relevant UN sanctions list and regular inspections of its installations. Through its education programme, UNRWA also promotes universal values and the principles of the United Nations, and a system is in place to ensure that the host governments’ curricula implemented in UNRWA schools reflect these values.

By implementing its activities directly through its own staff, it maintains strong control over the spending of donor funds. UNRWA is also audited by the UN Board of Auditors, and donors, such as the European Union, conduct regular reviews and missions to ensure their funds are being used appropriately.

UNRWA works closely with a wide range of partners including donors and host authorities, UN agencies (UNESCO, WHO, WFP, etc.), other organizations (International Committee of the Red Cross, the Norwegian Refugee Council, Oxfam, etc.) and the private sector.

OUTLOOK

Over the years, financial support has not kept pace with increased demand for services caused by growing numbers of registered refugees; expanding needs; deepening poverty and multiple emergencies in the Agency’s five fields of operations (armed conflict in Syria and its ramifications in Lebanon and Jordan; consequences of the Israeli occupation of Gaza and the West Bank; illegal blockade of and recurrent hostilities in Gaza).

Within this challenging context, the Agency’s priority is to preserve the quality and continuity of services and thus to ensure its financial sustainability by implementing structural and operational reforms, diversifying its donor base and deepening its partnership with key traditional donors, including the European Union.
Protecting Palestine Refugees and Advocating for their Rights

For a wide range of reasons, Palestine refugees often do not enjoy basic human rights, and the vulnerability of women and children to violence and abuse is increasing. To safeguard and advance the rights of Palestine refugees under international law, UNRWA:

- Provides protection in and through its service delivery programmes by meeting minimum protection standards;
- Follows cases of violence, abuse, neglect and exploitation of vulnerable groups, including women, children and persons with disabilities;
- Promotes the rights of Palestine refugees under international law, through the monitoring and reporting of alleged violations of international law and by engaging in private and public advocacy.

Promoting Gender Equality

UNRWA strives to achieve gender balance and is committed to promoting gender equality as part of its support for the human development and protection of refugees. As part of the Agency’s comprehensive approach, targeted interventions are combined with gender mainstreaming to address gender gaps. As such, UNRWA offers:

- Legal counselling and psychosocial support to survivors of gender-based violence (GBV), and partners with external organizations to ensure access to other required services;
- Preventative measures such as workshops, trainings and awareness-raising activities on GBV;
- Opportunities for women to become economically self-reliant through microfinance opportunities, skills development training and work placements.

UNRWA and the Sustainable Development Goals

With EU support, UNRWA contributes to achieving the targets set out as part of the Sustainable Development Goals and ensures that no Palestine refugee is left behind.

- No Poverty
- Zero Hunger
- Good Health and Well-being
- Quality Education
- Gender Equality
- Reduced Inequalities
- Peace, Justice and Strong Institutions
- Partnerships for the Goals

www.unrwa.org

UNRWA is a United Nations agency established by the General Assembly in 1949 and is mandated to provide assistance and protection to a population of some 5,094,886 registered Palestine refugees. Its mission is to help Palestine refugees in Jordan, Lebanon, Syria, West Bank and the Gaza Strip to achieve their full potential in human development, pending a just solution to their plight. UNRWA services encompass education, health care, relief and social services, camp infrastructure and improvement, microfinance, protection and emergency assistance. UNRWA is funded almost entirely by voluntary contributions.